

**RECORD OF PERFORMANCE QUALIFICATIONS
IT**

INSTRUCTIONS

Record of Performance Qualifications shall be completed for enlisted personnel of the Coast Guard as outlined in the Enlisted Performance Qualifications Manual, COMDTINST M1414.8 (series). As proficiency in each performance qualification is demonstrated by actually performing the task listed, the DATE and INITIALS column shall be completed. Personnel are required to demonstrate proficiency in all new performance qualifications assigned to their rating. Performance qualifications previously demonstrated, dated and initialed off will not be recertified. Some performance qualifications include intent statements to help clarify the requirements of the task that is to be performed.

RATING

INFORMATION SYSTEMS TECHNICIAN (Effective for the NOV 2003 Active Duty and the OCT 2003 Reserve SWE)

ABBREVIATION

IT

DATE COMPLETED ALL PERFORMANCE QUALIFICATIONS FOR RATE LEVEL

E-4

E-5

E-6

E-7

E-8

E-9

NAME (Last, First, Middle Initial)

SOCIAL SECURITY NUMBER

SIGNATURE OF SUPERVISOR

[illegible]

REMARKS

RATING: INFORMATION SYSTEMS TECHNICIAN	INIT	DATE
<p>A. INFORMATION SYSTEMS MANAGEMENT</p> <p>4.01 IDENTIFY event log errors in accordance with Microsoft documentation.</p> <p><i>INTENT: Member should be able to identify and report system errors to appropriate levels.</i></p> <p>4.02 INSTALL the Coast Guard Standard Image for the following systems in accordance with current TISCOM documentation and Microsoft Windows NT Administration (Microsoft Press).</p> <ul style="list-style-type: none"> a. Primary Domain Controller (PDC) b. Backup Domain Controller (BDC) c. Applications Server d. File and Print Server e. Client Workstation f. Laptop <p>4.03 INSTALL and CONFIGURE the following peripheral devices in accordance with current TISCOM Hardware Installation and Configuration Documents and manufacturer's documentation:</p> <ul style="list-style-type: none"> a. Printers b. Scanners c. ZIP Drives d. CD Towers e. CDRW f. SCSI Tape Drives <p>4.04 ADD, DELETE, and MODIFY users and groups utilizing User Manager and AddUser Program in accordance with current TISCOM and Microsoft documentation.</p> <p>5.01 INSTALL and MAINTAIN additional software as required by the Local Configuration Control Boards (LCCB) in accordance with software release notices.</p> <p>5.02 Given a Primary Domain Controller (PDC), CONFIGURE License Manager in accordance with current TISCOM documentation.</p>		
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<p>5.03 Given a system, UPGRADE the following computer hardware components in accordance with current TISCOM documentation.</p> <ul style="list-style-type: none"> a. Memory b. Hard Drives c. Video Cards d. Sound Cards e. SCSI Controller <p>5.04 INSTALL and CONFIGURE Timbuktu Pro Software for remote systems management in accordance with current TISCOM documentation.</p> <p>5.05 INSTALL and CONFIGURE Remote Access Service on a laptop running the Coast Guard Standard Image in accordance with current TISCOM documentation.</p> <p>6.01 CONFIGURE Windows Internet Name Service (WINS) in accordance with current TISCOM documentation.</p> <p>6.02 CONFIGURE dynamic host configuration protocol (DHCP) in accordance with current TISCOM documentation.</p> <p>B. MICROSOFT EXCHANGE SERVER (MSX)</p> <p>4.01 Given an operational Microsoft Exchange Server, ADD, DELETE, and MAINTAIN mailbox resources in accordance with current TISCOM and Microsoft documentation.</p> <p>4.02 Given an operational Microsoft Exchange Server, CREATE and MAINTAIN the following MSX Server resources in accordance with current TISCOM and Microsoft documentation.</p> <ul style="list-style-type: none"> a. Public Folders b. Global Distribution Lists c. Recipients Containers <p>4.03 Given an operational Microsoft Exchange Server, IDENTIFY message transfer agent (MTA) queue congestion in accordance with current TISCOM and Microsoft Exchange Server documentation.</p>		
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<p>4.04 IDENTIFY errors in MSX server event log in accordance with Microsoft and TISCOM documentation.</p> <p><i>INTENT: Member should be able to identify and report system errors to appropriate levels.</i></p> <p>4.05 ADVISE users on system status, software releases, structure, and policy changes in accordance with Microsoft Sourcebook for the Help Desk (Microsoft Press).</p> <p><i>INTENT: Member must be able to notify domain customers, to include the use of "netsend", for pending system changes.</i></p> <p>5.01 CONDUCT scheduled MSX maintenance in accordance with current TISCOM documentation.</p> <p>5.02 PROVIDE user support regarding Outlook trouble resolution and configuration in accordance with current TISCOM and Microsoft documentation.</p> <p>6.01 ASSIGN and LIMIT administrator privileges to Microsoft Exchange in accordance with current TISCOM documentation.</p> <p>6.02 INSTALL and CONFIGURE Microsoft Exchange Server in accordance with current TISCOM documentation.</p> <ul style="list-style-type: none"> a. Bridgehead Server b. Member Server 		
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<p>C. NETWORK MANAGEMENT</p> <p>4.01 Given transmission impairment measuring sets (TIMS), multi-meters, network analyzers, cable testers or operating system troubleshooting software, PERFORM the following tests and DOCUMENT in accordance with Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards and manufacturers technical manuals.</p> <p><i>INTENT: Member must be able to conduct these tests for the purpose of establishing baselines for new systems and operational testing of existing systems.</i></p> <ul style="list-style-type: none"> a. PING b. BERT c. Trace Route d. Continuity e. C-Message Weight f. Signal to Noise g. Level h. Echo Return i. Near End Cross Talk j. Far End Cross Talk k. Frequency Response l. Wave Jitter m. 3K Flat n. Resistance o. Loop p. Singing Return Loss q. Link <p>4.02 INSTALL the following ancillary equipment in accordance with National Electric Code (NEC), Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards, the Electronics Manual, COMDTINST M10550.25 (series) and manufacturer's technical manuals.</p> <ul style="list-style-type: none"> a. Routers b. Hubs c. Data Switches d. UPS e. Encryption Devices f. Bit Drivers g. Media Converters h. HDSL Units 		
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<p>4.03 INSTALL the following premise distribution systems in accordance with the National Electric Code (NEC), Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards and the equipment manufacturer's technical manuals.</p> <p><i>INTENT: Member should be able to pull, terminate, and test cable and fiber.</i></p> <ul style="list-style-type: none"> a. Category 5 Horizontal Cabling b. Category 5 Backbone Cabling c. Fiber Optic Cabling <p>4.04 Given five separate network casualties, ISOLATE each casualty in accordance with current TISCOM documentation, MCSE: TCP/IP Study Guide (Microsoft Press), and manufacturer's technical troubleshooting procedures.</p> <p><i>INTENT: Member is to use all available tools to systematically identify circuit or equipment failures and take appropriate corrective action.</i></p> <p>4.05 Given a restored network casualty, PERFORM operational checks in accordance with current TISCOM documentation, MCSE: TCP/IP Study Guide (Microsoft Press), and manufacturer's technical manuals.</p> <p><i>INTENT: Member is to validate the operation of circuits from end-user to end-user after notification by repair technicians that the circuit has been restored, i.e. radio check after repair of a radio landline circuit; send an e-mail after restoration of CGDN+; etc.</i></p> <p>5.01 CONDUCT traffic analyses for voice and data networks to provide current and future needs in accordance with current TISCOM documentation, ITU-T Recommendation E.500 Traffic Intensity Measurement Principles and E.492 Traffic Reference Period, Voice Over IP Fundamentals (Cisco Press), and manufacturer's technical manuals.</p> <p><i>INTENT: Member should be able to identify methods of voice and data traffic load measurement, grades of service, traffic types and sampling methods.</i></p> <p>5.02 Given separate unique network casualties, RESTORE each casualty in accordance with current TISCOM documentation, MCSE TCP/IP Study Guide (Microsoft Press), and manufacturer's technical manual.</p> <p><i>INTENT: Member is to use all available tools to systematically identify circuit or equipment failures and take appropriate corrective action.</i></p>		
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<p>5.03 INSTALL, CONFIGURE, and MAINTAIN line or circuit conditioning equipment in accordance with NAVEDTRA Manuals, Navy Electrical and Electronics Training Series (NEETS), NAVELEX Electronics Information and Maintenance-Bulletin-Electronic Circuits (EIMB), and the equipment manufacturer's technical manual.</p> <p>6.01 CREATE a casualty recovery plan in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>7.01 Given a simulated security breach, RECOMMEND updates to the network security plan in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>7.02 DESIGN premise distribution system including carrier equipment in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore, Electronics Manual, COMDTINST M10550.25 (series), Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards, Telcordia standards and current local, state, and federal regulations.</p> <p>D. TELEPHONY SYSTEMS</p> <p>4.01 INSTALL the following telephone trunking services in accordance with the National Electric Code (NEC), Lee's ABC Tele-Training Volumes 2 and 15, Building Industry Consulting Service International (BICSI) publications and the equipment manufacturer's technical manuals:</p> <ul style="list-style-type: none"> a. Loop Start b. Ground Start c. Foreign Exchange d. Toll Free e. DS-1 f. ISDN g. Video Conferencing h. DTS i. XDSL l. Channel Banks m. Shore Tie n. Ear and Mouth (E&M) o. Switch Data Services (56K, 128K...) p. Direct Inward/Outward Dial 		
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<p>4.02 Given a functional telephone system, PERFORM moves, adds, and changes (MAC's) in accordance with the National Electric Code (NEC), Lee's ABC Tele-Training Volumes 2 and 15, Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards and manufacturer's technical manuals.</p> <p><i>INTENT: Member must be able to perform a MAC, from an analog and digital telephone set to the system, to include the software.</i></p> <p>4.03 Given a voice recorder, PERFORM the following tasks in accordance with the manufacturers technical manual, Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards and National Electrical Code (NEC):</p> <ul style="list-style-type: none"> a. Verify recorder is operating within normal operating specification. b. Verify inputs are operating within normal operating specification. c. Install input d. Remove input e. Replace a major component <p>4.04 PERFORM moves, adds, and changes (MAC's) on the following systems in accordance with manufacturer's technical manual:</p> <ul style="list-style-type: none"> a. Call Distribution b. Call Accounting c. Auto Attendant d. Voice Mail e. Voice Processing <p>4.05 Given five separate systems casualties, ISOLATE each casualty in accordance with the manufacturer's technical and troubleshooting manuals.</p> <p><i>INTENT: Member is to use all available tools to systematically identify circuit or equipment failures and take appropriate corrective action.</i></p> <p>5.01 INSTALL, CONFIGURE, and MAINTAIN the following systems in accordance with the manufacturer's technical manuals:</p> <ul style="list-style-type: none"> a. Call Distribution b. Call Accounting c. Auto Attendant d. Voice Mail e. Voice Processing 		
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<p>6.01 IDENTIFY alternate communication circuits in order to reroute communications during a casualty in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore and Federal Acquisitions and Regulations.</p> <p>7.01 IMPLEMENT and MAINTAIN 20% telephone system growth factor in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore, Electronics Manual, COMDTINST M10550.25 (series), equipment technical manuals and manufacturer's recommendations.</p> <p>7.02 CONTROL "through dial", direct inward system access (DISA), and external call forwarding in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>7.03 REVIEW and MAINTAIN the standardized telephone numbering system in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore, Electronics Manual, COMDTINST M10550.25 (series), equipment technical manuals, manufacturer's recommendations and current local, state, and federal regulations.</p> <p>8.01 DEVELOP a set of requirements for a telephone system prototype in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore, Electronics Manual, COMDTINST M10550.25 (series), equipment technical manuals, manufacturer's recommendations and current local, state, and federal regulations.</p> <p>E. INFORMATION SYSTEMS SECURITY</p> <p>4.01 INSTALL and MAINTAIN current anti-virus software on the following systems in accordance with current TISCOM documentation.</p> <ul style="list-style-type: none"> a. Servers b. Workstations <p>5.01 IDENTIFY attempted or actual security breaches in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series) and hardware and software manufacturer's documentation.</p> <p><i>INTENT: Both data and voice systems are being monitored daily for attempted or actual breaches and initial actions are taken in accordance with unit AIS Security Plan.</i></p>		
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<p>5.02 Given an AIS Security Plan, MAINTAIN AIS security measures in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>6.01 DEVELOP a unit level Automated Information System (AIS) Security Plan in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>6.02 COMPLETE a system accreditation checklist in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>7.01 VERIFY and CONTROL system security passwords in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p> <p>7.02 CONTROL access to telecommunication closets, frame rooms, and server rooms in accordance with the Physical Security and Force Protection Program, COMDTINST M5530.1 (series).</p> <p><i>INTENT: Member is to establish key control procedures for unclassified, locked spaces and to control access to classified spaces via established security procedures.</i></p> <p>7.03 DEVELOP an AIS Contingency plan in accordance with current TISCOM documentation, Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series) and unit AIS Security Plan.</p> <p>7.04 UPDATE Contingency plans as necessitated by after action reports in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series).</p>		
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<p>F. GENERAL SYSTEMS SUPPORT AND ADMINISTRATION:</p> <p>4.01 Given a configured backup schedule, CONDUCT system backups for the following systems in accordance with current TISCOM documentation and equipment manufacturer's technical manuals.</p> <p><i>INTENT: Member should be able to identify and rotate media for backup schedules.</i></p> <ul style="list-style-type: none"> a. Primary Domain Controller (PDC) b. Backup Domain Controller (BDC) c. Applications Server d. File and Print Server e. Microsoft Exchange Server (MSX) <ul style="list-style-type: none"> (1) Online (2) Offline f. Private Branch Exchange (PBX) g. Electronic Key System (EKS) h. Voice Processing i. Voice Mail j. Call Accounting k. Auto Attendant <p>4.02 INSTALL and CONFIGURE Uninterruptible Power Supply (UPS) in accordance with the manufacturers technical manuals.</p> <p><i>INTENT: This applies to self contained UPSs.</i></p> <p>4.03 MAINTAIN emergency power systems in accordance with the National Electric Code (NEC), and the equipment manufacturer's technical manuals.</p> <p><i>INTENT: Perform battery maintenance and validate that the rectifier is working normally, not to include generators.</i></p> <p>4.04 MAINTAIN circuit identification, service provider, and technical support contact numbers for installed voice and data systems in accordance with Electronic Industries Alliance (EIA), Telecommunication Industry Association (TIA) standards.</p>		
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<p>5.01 CONFIGURE backup schedules on the following systems in accordance with current TISCOM documentation, Microsoft Windows NT Administration (Microsoft Press), and equipment manufacturer's technical manuals:</p> <ul style="list-style-type: none"> a. Primary Domain Controller (PDC) b. Backup Domain Controller (BDC) c. Applications Server d. File and Print Server e. Microsoft Exchange Server (MSX) <ul style="list-style-type: none"> (1) Online (2) Offline f. Private Branch Exchange (PBX) g. Electronic Key System (EKS) h. Voice Processing i. Voice Mail j. Call Accounting k. Auto Attendant <p>5.02 INSTALL emergency power systems in accordance with the National Electric Code (NEC) and the equipment manufacturer's technical manuals.</p> <p><i>INTENT: Install batteries, rectifiers, and inverters. Does not include generators</i></p> <p>5.03 CREATE a record of all equipment, circuit identifications, locations, service providers, and resource numbers for all installed voice and data systems in accordance with Electronic Industries Alliance (EIA) and Telecommunication Industry Association (TIA) standards.</p> <p>5.04 MAINTAIN adequate spare parts package in accordance with the Electronics Manual, COMDTINST M10550.25 (series), and the Comptroller Manual, Volume III, Supply and Property, COMDTINST M4400.13 (series).</p> <p>5.05 CONDUCT scheduled system maintenance in accordance with current TISCOM documentation and equipment manufacturer's technical manuals.</p> <p>5.06 CREATE equipment history logs to keep track of equipment failures in accordance with the Electronics Manual, COMDTINST M10550.25 (series).</p> <p>5.07 MAINTAIN spare equipment to enable Crisis Action Center (CAC) standup in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series) and Incident Command System (ICS) directives.</p>		
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<p>6.01 RESTORE backups on the following servers to return system to full operations in accordance with current TISCOM/Microsoft documentation and equipment manufacturer's technical manuals.</p> <p><i>INTENT: Member should be able to restore a system to full operation from a backup set (online and offline).</i></p> <ul style="list-style-type: none"> a. Primary Domain Controller (PDC) b. Backup Domain Controller (BDC) c. Applications Server d. File and Print Server e. Microsoft Exchange Server (MSX) f. Private Branch Exchange (PBX) g. Electronic Key System (EKS) h. Voice Processing i. Voice Mail j. Call Accounting k. Auto Attendant <p>6.02 ACQUIRE parts to replace spare or defective components in accordance with Electronics Manual, COMDTINST M10550.25 (series) and the E/GIP 4408 instruction series.</p> <p>6.03 CREATE a standard troubleshooting job-aid for one of the following systems in accordance with current TISCOM and Microsoft documentation, the manufacturer's technical manual, Electronic Industries Alliance (EIA) and Telecommunication Industry Association (TIA) standards.</p> <ul style="list-style-type: none"> a. Network (LAN or WAN) b. Telephone c. Windows NT Server d. MSX Server e. Windows NT Workstation <p>7.01 Given a plan to standup an Incident Command Center (ICC), RECOMMEND appropriate resources for support in accordance with the Automated Information Systems (AIS) Security Manual, COMDTINST M5500.13 (series) and Incident Command System (ICS) directives.</p> <p><i>INTENT: Member should be able to identify resources necessary to support all voice and data requirements for standing up an ICC to full operational capabilities.</i></p>		
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<p>8.01 Given a scenario, DEVELOP ElectronAlt in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore, Electronics Manual, COMDTINST M10550.25 (series), and current local, state, and federal regulations.</p> <p>8.02 Given a scenario, DEVELOP ShipAlt in accordance with NAVELEX Manual Designers Planning Manual for Facilities Ashore, Electronics Manual, COMDTINST M10550.25 (series), and current local, state, and federal regulations.</p>		
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